

Department of Government Relations
750 Canyon Dr., Ste 500E
Coppell, TX 75019
Fax: 469-464-4021



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April 21, 2011

Mr. Gerald Urbantke
Marketing Communications Manager, City of Arlington
101 W. Abrams St., 3rd FL.
Arlington, TX 76010

Dear Mr. Urbantke:

Time Warner Cable is writing to inform you that in our effort to utilize our network to continually offer new services, including new HD channels, on-demand programming, and enhanced high-speed data services, certain services which are currently made available to customers in an analog and digital format will be made available in a digital format only. This transition will include certain Public, Education and Government access (PEG) channels, as described in our letter to your agency dated July 22, 2010.

Starting on or about June 21, 2011, digital cable ready equipment will be needed to view **C-SPAN 2, C-SPAN 3, TXCN**, and the local **PEG channels**. These channels will remain in their existing packages; however they will only be viewable with digital cable ready equipment, such as a digital set-top box or a CableCARD-equipped Unidirectional Digital Cable Product ("UDCP").

In addition to the equipment listed above, C-SPAN 2, C-SPAN 3, and the local PEG channels will continue to be viewable on digital TVs (and other devices) that include a QAM Tuner. Further, TWC will "channel map" C-SPAN 2, C-SPAN 3, and the local PEG channels so that they will continue to be found on existing channel numbers when a TWC-supplied digital set-top box or a CableCARD-equipped UDCP is used. Customers will be able to find these channels as follows:

CHANNEL	DIGITAL CHANNEL #	QAM CHANNEL #
C-SPAN 2	28	112.3
C-SPAN 3	6	101.10
Public Access	95	15.102
Government Access 2	96	15.3
Educational Access 1	97	15.4
Educational Access 2	98	15.5
Educational Access 3	99	15.6

To make the transition easier, for those customers who do not already have digital equipment we will, upon request, offer one (1) standard definition digital box with remote control and

access to the interactive program guide, Music Choice, and free On Demand programming in order that those customers may continue to have access to the PEG channels. BST-only customers will be provided such a box, upon request, free of any monthly charge through December 31, 2016 so long as they maintain their BST only television subscription. Standard Service (BST plus expanded basic) customers who request a standard definition digital set top box in order to continue to have access to the PEG channels will not be charged a converter rental fee for the first year. Thereafter a monthly recurring charge for the converters will apply as noted on the rate card. Standard Tier customers will have 60 days from the date of the offer to request the digital set top box. Finally digital customers who request additional converters in order to continue to access the PEG channels will be provided those converters under our normal rates. Perhaps most importantly, just as is the case today, no customer will be required to subscribe to a tier higher than the BST in order to continue to view the PEG channels.

As always, I am available to discuss this matter at any time. You can reach me by emailing clemmon.maddox@twcable.com or by calling 469-464-4846

Sincerely,

A handwritten signature in black ink, appearing to read 'Clem Maddox', with a stylized flourish at the end.

Clem Maddox, Director of Government Relations